

Post Event Summary Report

Name of Event Round Table Discussion on Latino Senior Issues

Date of Event May 24, 2005

Location of Event: Blue Cross Blue Shield of Illinois
(Include city and state)

300 E. Randolph Chicago, IL

Number of People Attending: 85

Sponsoring Organizations: AARP ▪ Blue Cross Blue Shield of Illinois ▪ Casa Central

Chicago Hispanic Health Coalition ▪ Hispanic Providers Council ▪ Illinois Department on Aging

Illinois Attorney General Lisa Madigan's Office ▪ Illinois Public Health Futures Institute

Illinois Department of Financial and Professional Regulation Division of Banks & Real Estate

State Farm Insurance

Contact Name: Carmenza Millan, M.Ed,

Telephone Number: 312-996-4990 Email: cmillan@uic.edu

Please follow this format for each priority area, with the most important listed first.
Please insure that your organization's name and contact information is provided at the bottom of each page submitted.

Priority Issue #1 (describe specific issue)

Inadequate support to enable caregivers to deliver quality care

Barriers: (list any barriers that may exist related to this issue)

- Lack of knowledge, awareness on resources available, program and services eligibility and support services offered to the aging populations and caregivers, such as Medicare; Circuit Breaker, support services, non-profit services; free resources
- Inadequate bilingual services, translations and interpreter services and medical providers and support staff to conduct and support outreach to Latino seniors and caregivers
- Insufficient bilingual & bicultural resources for professional and family caregivers and not culturally proficient training program for caregivers
- Lack of respite care programs for caregivers
- Low pay for home workers and low reimbursement for respite care services
- No Federal tax break for caregivers, such as grandparents raising grandchildren, taking care of disabled family member and other family relationships not considered by mainstream as family
- Stringent eligibilities and entitlements requirements and non eligibility for undocumented

Proposed Solution(s): (list suggested solutions to the challenges described above)

- Create incentives for business, non-profit organizations, national, state and local agencies to establish collaborative working relationships to increase knowledge, awareness on resources available, program and services eligibility and support services offered to the aging populations and caregivers
- Offer and increase funding and incentives to increase bilingual services, translations and interpreter services in order to conduct medically appropriate translations and to increase medical providers and support staff to conduct and support outreach to Latino seniors and caregivers
- Assist in the development of bilingual & bicultural resources for professional and family caregivers and create culturally proficient training program for all caregivers
- Provide funding and incentives to establish respite care programs for caregivers
- Compensate respite care services to effectively attend to the needs of those being served. Increase pay for home workers to insure quality of services
- Provide Federal tax break and free health care for caregivers
- Expand and enhance eligibilities and entitlements and include eligibility for the undocumented

Priority Issue #2: (describe specific issue)

Insufficient resources and attention to senior safe and livable communities, housing, transportation, and other resources that create safe neighborhoods

Barriers: (list any barriers that may exist related to this issue)

- Unsafe neighborhoods

- Lack of public protection from gangs and other criminal activity
- Lack of affordable housing
- Unaffordable assisted living and independent senior living facilities

- Inadequate transportation
- Non English and Limited English language skills results in no or limited access to services and programs
- Stringent eligibilities and entitlements and need to include eligibility for the undocumented

Proposed Solution(s): (list suggested solutions to the challenges described above)

- Increase funding and provide technical assistance in planning and developing safe neighborhoods, including public safety and the built environment, such as homes, neighborhoods, roadways to optimally accommodate and create safe communities for the elderly
- Provide funding and incentives to faith communities in order to provide senior services in safe environments
- Augment funding for affordable housing
- Grant incentives for business and corporations to construct affordable assisted living and independent senior housing and to increase availability
- Offer incentives to explore enhancement to transportation barriers and assist in the creation of alternative modes of transportation
- Afford funding to create bicultural and bilingual “One-stop shops” that provide a venue for marketing, networking, sharing resources and client information across multiple management systems, coordination between health and aging networks and help inform about the various senior support systems available. Assist in creating mechanism to conduct follow up, tracking and evaluation on how services are being utilized.
- Expand and enhance eligibilities and entitlements for housing, transportation and other programs and include eligibility for the undocumented

Priority Issue # 3 (describe specific issues)

Lack of bicultural/bilingual culturally proficient healthy lifestyles, prevention, and disease management programs and services for Latino seniors

Barriers: (list any barriers that may exist related to this issue)

- Lack of intergenerational programs and family inclusion in prevention programs
- Inadequate marketing and promotion efforts to caregivers and children about senior resources
- Not considering and acknowledging senior preferences when developing strategies
- Lack of education opportunities and support for caregivers / children / community

- Not sufficient Latinos in health and human services and those that are in the system often feel isolated, lack information and resources and other factors that lead to stressful situations and “burnout”
- Scarce information that is culturally sensitive or relevant and does not fit within the cultural context of Latino seniors and their families
- Lack of recognition and work within the existing community structure
- Needing more opportunities for networking, sharing resources and working collaborative
- Providers lack knowledge about the differences of cultures within the Latino community
- Necessity to find creative ways to facilitate healthy habits/behavior and change
- Need to move beyond competition for senior funding
- Lack of language skills and education/limited literacy of Latino seniors and their families
- Inadequate number of bicultural/bilingual care navigators to assist Latino seniors to navigate the system and/or serve as patient advocates (person to person)
- Fear of the "system" –healthcare, human and social services
- Cultural barriers/legal statues barriers
- Not enough people power/labor intensive
- Lack of recognition and accommodation of the changing needs of the Latino senior population as their needs change
- Insufficient research on Latino seniors
- Stringent eligibilities and entitlements and need to include eligibility for the undocumented

Proposed Solution(s): (list suggested solutions to the challenges described above)

- Provide funding for creative culturally relevant intergenerational programs that facilitate and promote healthy habits/behavior and change for Latino seniors and takes into consideration and accommodates the changing needs of the Latino senior population as their needs change
- Assist and provide technical assistance to shifting marketing and promotion efforts to caregivers and children about senior resources
- Increase the number of Latinos in health and human services and provide resources and leadership to enable them to provide senior services
- Enable health and human service providers to have more bicultural/bilingual care navigators to assist Latino seniors to navigate the system
- Grant additional resources and opportunities for networking, sharing resources and working collaboratively

- Aid in the development of information that is culturally sensitive, relevant and fits within the cultural context that acknowledges Latino senior preferences when developing strategies, taking into consideration limited language skills, educational level and limited literacy
- Augment funding to increase knowledge of providers on the differences of cultures within the Latino community

- Amplify education opportunities and support for caregivers/children/community on healthy lifestyles, prevention, and disease management programs
- Offer incentives to work and recognize existing community structure when implementing healthy lifestyles, prevention, and disease management programs that encourage collaborations and assist them to move beyond competition for senior funding
- Make available funding and incentives for community organizations, health and human service providers, business and educational community and others to increase people power by forming partnerships and collaborations to reduce cultural barriers and fear to access healthy lifestyles, prevention, and disease management programs and services by Latino seniors
- Increase funding for training programs for the medical and health services community on patient advocacy strategies
- Raise funding for research on Latino seniors and require greater inclusion of them in research projects/programs
- Expand and enhance eligibilities and entitlements in healthy lifestyles, prevention, and disease management programs/services for Latino seniors and include eligibility for the undocumented